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[LANDesk-Licensing@Ingrammicro.com](mailto:LANDesk-Licensing@Ingrammicro.com)

Desk hours - 8:30-8:00 Eastern

[www.landesk.com](http://www.landesk.com)

## Vendor Program Overview (Commercial)

LANDesk software is a leading provider of integrated systems and security management solutions of desktops, laptops, servers and mobile devices across the enterprise. LANDesk enables customers to easily deploy and use end-to-end management solutions across a heterogeneous IT environment.

LANDesk Management solutions enable IT professionals to automate their systems management tasks so they can proactively control, update & protect. No other management solution is more complete, integrated and easy to use.

## Key Products

Increase enterprise efficiency through effective, centralized systems management.

- **Software Distribution** – Efficiently install and maintain software on the desktop according to company policies.
- **OS Deployment** – Rapidly deploy standard disk images and migrate existing users to new OSs to enable standardization and keep up with business-critical technologies.
- **Software License Monitoring** – Maintain and demonstrate compliance with license agreements while reducing overall licensing costs.
- **Remote Control** – reduce the costs of helpdesk support with remote problem resolution tools.
- **Inventory and Asset management** – Maintain and report accurate data for both computer and noncomputer assets, including contracts, leases, maintenance records, office equipment and more through a single, nullified asset repository.

## Maintenance/Support

Maintenance is required with all license purchases. Maintenance provides tech support and product updates. It is available as standard (8X5 local time) level. One and Three year versions are available.

## Media

No Media is available with purchase.

## Authorization Requirements

LANDesk is now open to all resellers

## Ordering Requirements

1. Ingram Quote Number
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)
8. - SUP, PMA, EMA & Subscription orders must reference their effective coverage dates.

## **Product Delivery**

LANDesk Software's normal processing time on orders is 2-3 business days. Licenses are delivered via email. The delivery must go directly to the end user.

## **Renewals**

Renewals must be purchase within 60 days of the renewal date of the license. Upgrade licenses must be purchased if beyond the 30 day renewal period and before the 90 day point. Renewals must be quoted to us by Landesk before we can accept orders.

## **Pricing Programs**

Government/Education: Large government agencies typically have contracts with LANDesk Software, please call our desk at 1 (800) 456-8000, ext. 76770 so that we can look up your customer and provide you with correct costs as the price is contractually assigned.

## **Important Notes**

LANDesk Software has a month end order cut off at 6pm eastern the weekday before calendar month end. Please have your orders in at least 4 hours prior to this cut off to ensure processing.

LANDesk Software offers product training and free trial versions of their products. Please visit their site for details <http://landesk.com/Tools/Trial/Index.aspx>

All LANDesk software quotes must be qualified by the vendor before an Ingram quote to be sent. Please allow up to 48 hours after the intital request to receive a quote from us.

## **Returns Overview**

LANDesk has a no-return policy. Any exception has to be approved by LANDesk.

Please contact our licensing desk with any questions.

July 31, 2014